



The National Environmental Compliance Assistance Clearinghouse

2003 Survey and Webtrend Results

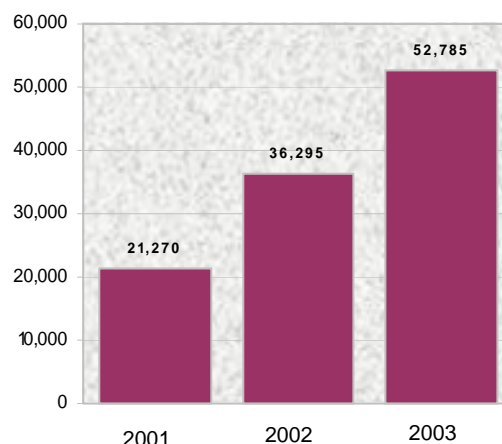
Visit the Compliance Assistance Clearinghouse
<http://www.epa.gov/clearinghouse/>

The National Environmental Compliance Assistance Clearinghouse was launched by EPA and its partners in December 2000 to provide easy access to public and private compliance assistance tools and resources. It also serves as a forum for users to exchange information and communicate. Both assistance providers and regulated entities find the Clearinghouse very useful.

Measuring Effectiveness & Growth

In 2003, the Clearinghouse was visited close to 53,000 times, and received over 357,000 requests for web pages and compliance documents. Clearinghouse web activity has grown 148% since 2001 and 45% since 2002. EPA conducted its first annual online survey of Clearinghouse users in 2003.

Visits to the Clearinghouse



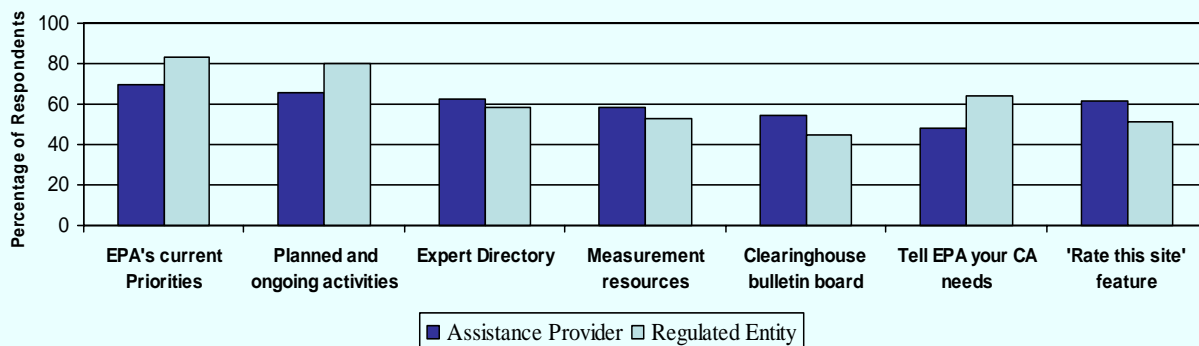
Are Clearinghouse Users Satisfied?

Yes, survey respondents expressed a high degree of satisfaction. Eighty percent (80%) of assistance provider respondents feel strongly that the Clearinghouse has helped them answer audience/client questions and develop materials for workshops, presentations, and other assistance activities. Likewise, 80% of the regulated entity respondents indicated that the Clearinghouse has helped them better understand environmental regulations.

How Useful Is the Clearinghouse?

Survey respondents gave the Clearinghouse high marks overall for its usefulness, with information on EPA's current priorities and planned activities receiving the highest ratings.

Usefulness of the Clearinghouse



For More
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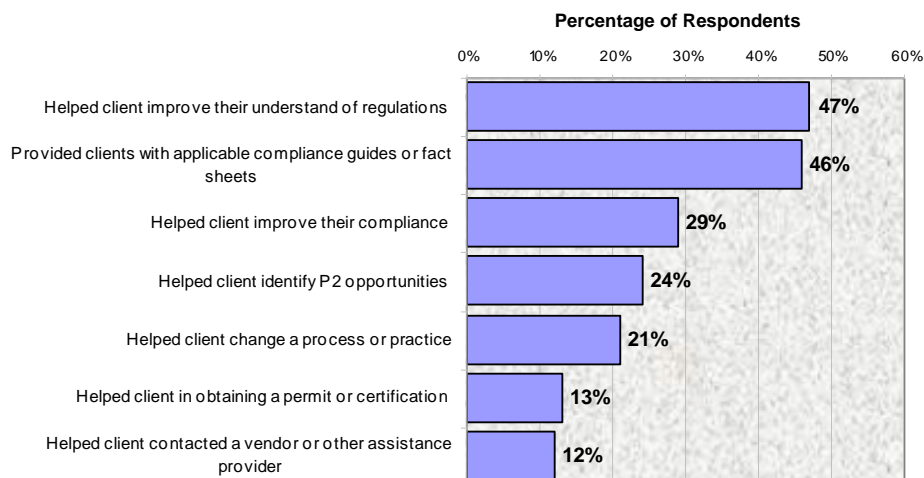
The Impact of the Clearinghouse

The 2003 survey results indicate that the Clearinghouse is helping EPA protect human health and the environment. Besides helping its users find compliance information quickly, it is making an impact on the environment as well. A high percentage of the survey respondents have taken one or more actions as a result of using the Clearinghouse, and those actions resulted in both environmental improvements and cost savings.

What Action did the Assistance Providers Take?

Seventy-four percent (74%) of the assistance provider respondents took one or more actions as a result of using the Clearinghouse. Of these respondents, 69% indicated environmental improvement would result, and 35% claimed a cost savings from actions taken.

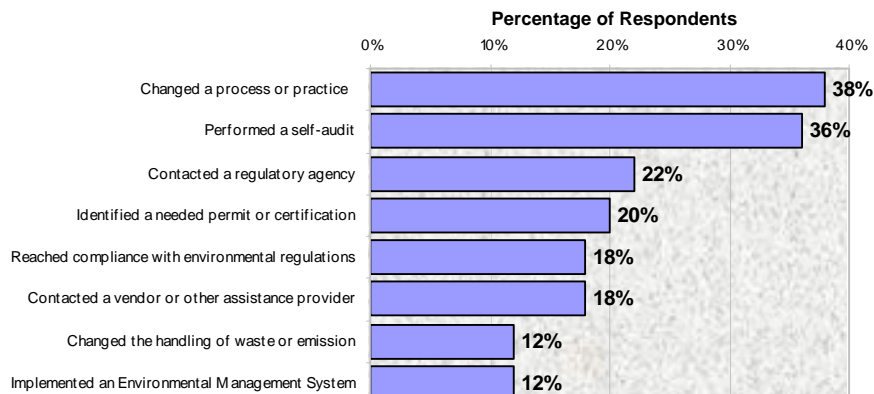
Actions Taken By Assistance Providers



What Action did the Regulated Entities Take?

Eighty-eight percent (88%) of the industry respondents took one or more actions as a result of using the Clearinghouse. Of these respondents, 64% indicated environmental improvement would result, and 25% claimed a cost savings from actions taken.

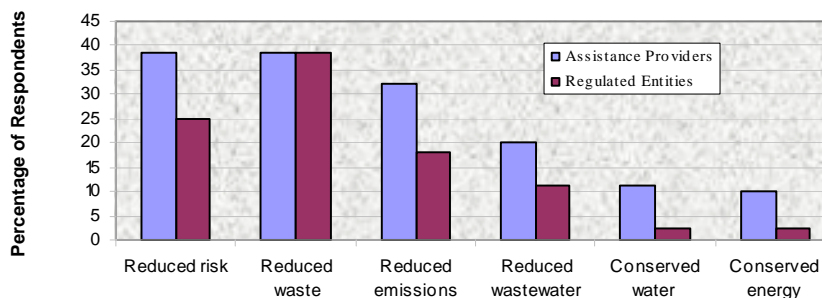
Actions Taken by Regulated Entities



How is the Clearinghouse Helping the Environment?

Based on the actions taken, the Clearinghouse respondents identified reductions of risk, air emissions, hazardous/solid wastes generation, and waster water generation.

Environmental Improvements



In Summary ...

The Clearinghouse is meeting its users' needs and achieving its goals and objectives. The Agency will continue to make improvements and is pleased that the Clearinghouse is helping users find compliance information quickly, understand regulations better, and take actions to save money and improve the environment!